

## Performance Scorecard

Strategic Goals		Key Performance Measures (page reference)	FY 2005 Recap				Improved From FY 2004?	Measure Type
			Target Achieved?		Target	Result		
			Yes	No			Yes/No/Same	
Strategic Goal #1	Restore the capability of veterans with disabilities to the greatest extent possible and improve the quality of their lives and that of their families	National accuracy rate for compensation core rating work (pp. 85, 156)		X	88%	84%*	No	Efficiency
		Compensation and pension rating-related actions — average days to process (pp. 85, 156)		X	145	167	No	Efficiency
		Rating-related compensation actions — average days pending (pp. 85, 156)		X	119	122	No	Output
		Vocational rehabilitation and employment rehabilitation rate (pp. 89, 158)		X	66%	63%	Yes	Outcome
		Average days to process Dependency and Indemnity Compensation actions (pp. 91, 158)		X	120	124	Yes	Efficiency
Strategic Goal #2	Ensure a smooth transition for veterans from active military service to civilian life	Average days to complete: - Original education claims - Supplemental education claims (pp. 97, 158)		X X	25 13	33 19	No No	Efficiency
		Foreclosure avoidance through servicing (FATS) ratio (pp. 99, 160)	X		47%	48%	Yes	Outcome
Strategic Goal #3	Honor and serve veterans in life and memorialize them in death for their sacrifices on behalf of the Nation	Percent of patients rating VA health care service as very good or excellent: - Inpatient - Outpatient (pp. 103-104, 160)	X X		74% 73%	77%* 77%*	Yes Yes	Outcome Outcome
		Percent of primary care appointments scheduled within 30 days of desired date (pp. 102, 160)	X		94%	97%*	Yes	Efficiency
		Percent of specialty care appointments scheduled within 30 days of desired date (pp. 103, 162)	X		93%	95%*	Yes	Efficiency
		Clinical Practice Guidelines Index (pp. 102, 162)	X		77%	87%*	Yes	Outcome
		Prevention Index II (pp. 102, 162)	X		88%	90%*	Yes	Outcome
		Non-institutional long-term care as expressed by average daily census (pp. 104, 164)		X	30,118	29,316*	Yes	Output
		Non-rating pension actions — average days to process (pp. 107, 164)	X		73	68	No	Efficiency

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Strategic Goal #3, cont'd	Honor and serve veterans in life and memorialize them in death for their sacrifices on behalf of the Nation	National accuracy rate for pension authorization work (pp. 107, 166)	X		84%	84%*	Same	Efficiency
		Average days to process insurance disbursements (pp. 110, 166)	X		2.7	1.8	Same	Efficiency
		Percent of veterans served by a burial option within a reasonable distance (75 miles) of their residence (pp. 113, 166)		X	78.3%	77.1%	Yes	Outcome
		Percent of respondents who rate the quality of service provided by the national cemeteries as excellent (pp.113, 168)		X	95%	94%	Same	Outcome
		Percent of graves in national cemeteries marked within 60 days of interment (pp. 116, 168)	X		88%	94%	Yes	Efficiency
Strategic Goal #4	Contribute to the public health, emergency management, socioeconomic well-being, and history of the Nation	Number of peer-reviewed publications by VA investigators (pp. 123, 168)	X		2,558	2,665*	N/A	Output
		Percent of respondents who rate national cemetery appearance as excellent (pp. 131, 170)	X		98%	98%	Same	Outcome
Enabling Goal	Deliver world-class service to veterans and their families by applying sound business principles that result in effective management of people, communications, technology, and governance	Ratio of collections to billings (pp. 142, 170)	X		41%	41%*	Same	Efficiency

\* Indicates partial or estimated actual data.